

Vision "Where" Desire to achieve

Values Principle or Standard of Behaviour.

Mission "What and Whom" What we do and Whom do we do it for

Purpose





Critical Success Factors Activities required to ensure success of a Company or Organization.

Objectives Specific results that a person aims to achieve within a Timeframe.

Key Performance Indicator(KPI) Measurement of Performance

Actions



MARKETING AND SALES

1. Your Foundation

2. Building Trust and Credibility

3. Perfect Pricing Simple Selling

4. The 7 Core Self Promotion Strategies



LEADERSHIP DEVELOPMENT

1. Managing Our Personalities

2. Developing our Leadership Styles

3. Effective Leaders Develop Performance Enhancing Culture

In S I CUSTOMER SERVICE STRATEGY

1. Feeling good about yourself and the job that you do

2. Practice habits of courtesy

3. Language of positive communication

4. Effective questioning and listening

5. Perform professionally



TEAMWORK DEVELOPMENT

1. Knowing each other's vulnerabilities

2. Able to discuss issues

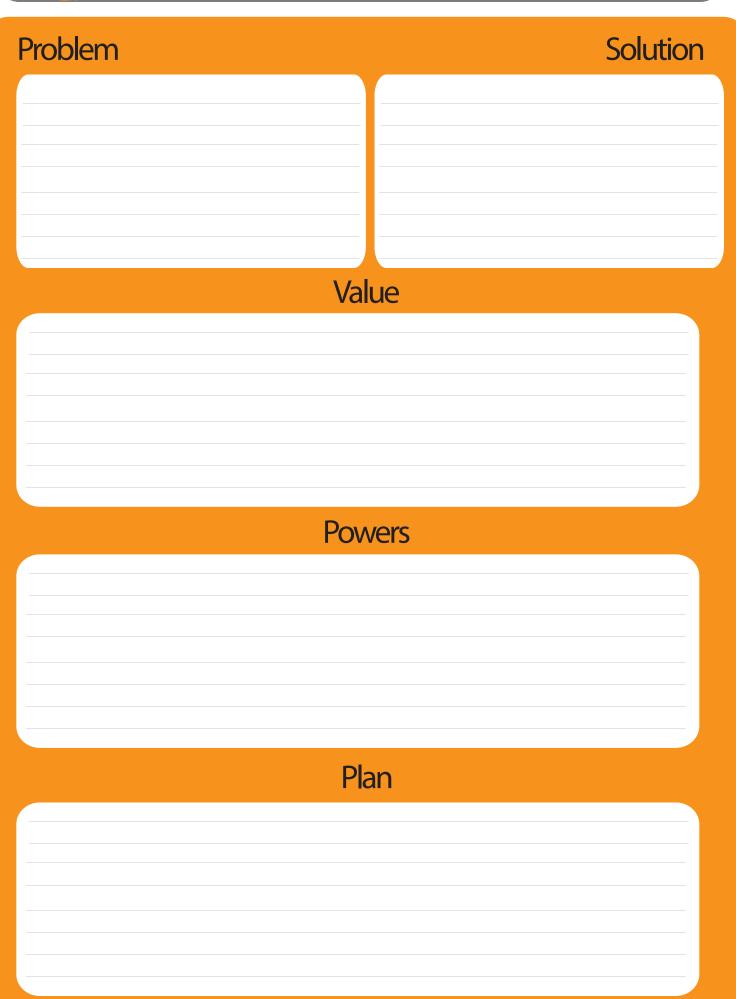
3. Being clear

4. Holding each other accountable

5. Focus on results



BUSINESS ISSUE





STRATEGY EXECUTION

Focus

WIG

Action Plan

Meetings, Reviews

Accountability Culture, Measuring Tools